Avis Caraway Motorhomes France Terms & Conditions

RENTAL RATES

Our rates include:
-Tax (VAT = 19.6%)
-Comprehensive Insurance (see Insurance)
-Guaranteed newer vehicle not older that two model years (2010 or 2011 models)
-Unlimited mileage
-Vehicle kit (water hose, jerry can, electric cord, broom + dustpan, clothes hangers)
-Cooking utensils
-Tourist information (road maps, list of campgrounds, map of Aires de services [service areas])
-Regional suggested itineraries (Brittany, Loire Valley-)
-Outdoor cleaning after return
Trips overlapping seasons are charged in the appropriate seasonal rate for each day of travel. Special long term rental rates on request (35 days or more).
-Minimum charge is 7 days.
Even if the motorhome is needed for a shorter period, we will charge 7 days.

EXTRA CHARGE

Handling and preparation fee (100 €)
It includes first bottles of propane and first bottle of toilet chemicals.
HANDLING FEE IS MANDATORY AND MUST BE PREPAID.

OPTIONAL ITEMS

If applicable, options 1, 2 and 3 must be pre-paid
1. PRIVATE TRANSFER OE (PARIS ONLY - OTHER LOCATIONS ON REQUEST)
Tour operators are requested to report at the time of booking or not later than 7 working days before pickup date arrival details or hotel address and how many people are in customer's party.
DUE TO TOO MANY LAST -MINUTE CHANGES, ONLY PRE-PAID TRANSFERS WILL BE ARRANGED.
In the event a client who has pre -paid a transfer takes a regular taxi or public transportation, there will not be any refund. Transfers must be confirmed at least 7 days in advance.

TRANSFER ON ARRIVAL DAY

We can arrange transfers to our location from:
- CDG and ORLY Airports
- EUROSTAR Terminal (Paris Gare du Nord - Train Station)
- Other Paris Train Stations
- Paris Downtown hotels
- In case of airport transfers, we do need all flight details to arrange them: hour of arrival, flight number and departure place. (Ex: Flight BA 308 from London - 12h30)
- In case of transfer from a Train Station, we do need all train details to arrange it: hour of arrival, train number and departure place. (Ex: Eurostar 1212 from London - 08.55)
- In case of transfer from a hotel, we do need hotel details (name, address and telephone)
Transfers are possible from 08:00 to 15:00. Due to potential traffic problems beyond our control, precise pick -up and departure times cannot be guaranteed.

TRANSFER ON LAST DAY

We can arrange a return transfer to a hotel, a train station or an airport
THIS TRANSFER CAN BE PRE -PAID OR PAID LOCALLY. TRANSFER MUST BE ARRANGED WITH THE CLIENT.
TRANSFER COST
Transfer for up to 4 persons (from CDG or ORLY airports, Eurostar Paris Gare du Nord, Hotel-) 80 €
Transfer for 5 persons (from CDG or ORLY airports, Eurostar Paris Gare du Nord, Hotel -) 90 €
Transfer for 6 or 7 persons (from CDG or ORLY airports, Eurostar Paris Gare du Nord, Hotel-) 120 €
Transfer for up to 4 persons with up to 4 bikes (regular taxis do not accept bikes) 120 €
Transfer for 5 persons with up to 5 bikes (regular taxis do not accept bikes) 150 €
Transfer for 6 or 7 persons with up to 6 bikes (regular taxis do not accept bikes) 200 €
Other special transfers (such as clients with windsurf or special luggage, or transfers from BEAUVAIS Airport) must be notified upon booking and will be charged accordingly.
Airport Meeting points:

Avis Caraway Motorhomes France Terms & Conditions

CDG OE Terminal 1 Outside, at Exit 8 OE Arrival I level
CDG OE Terminal 2 Avis desk OE iele boutiquairel. level
CDG OE Terminal 3 Exit gate (just after the custom)
Orly Airport Exit gate

2. CANCELLATION INSURANCE = + 5% of daily rental rate. MUST BE PAID ON RESERVATION
When subscribed, except insurance premium, there is no cancellation fee, whenever the cancellation is notified.

3. ONE-WAY (on request only) (no minimum period required)
No one-way between Continent and Corsica- Other one -way are possible - on request

4. CDW INSURANCE = 16 € per day (minimum charge = 112 €)
With the purchase of Collision Damage Waiver (CDW), the client's responsibility is reduced from a maximum of 1,800 € to 300 € per occurrence. (See exclusions)

5. PAI OE 24 HOUR BREAKDOWN INSURANCE = **6 € per day** Assistance to passengers and vehicle in case of mechanical breakdown or non responsible accident. Towing costs, lodging (with a limit of 38 € per person per day), other transportation or repatriation to departure location are covered by this insurance. This is valid in countries listed in insurance green card. Radio, air conditioning, refrigerator, propane-gas and 12 volt-appliances malfunctions are not considered to be mechanical breakdowns.

6. BEDDING KIT = 30 € per person
1 kit = 2 sheets / 1 pillow / 1 pillow case + 1 blanket

7. PORTABLE GPS = 10 € per day (PARIS WEST OE RUEIL MALMAISON ONLY)
It covers Europe. An additional security deposit of 650 € is requested.

8. BIKE RACK = 4 € per day (can hold up to 3 adult bikes) MAX. CHARGE = 80 €

9. FOLDING PICNIC TABLE = 4 € per day MAX. CHARGE =80 €

10. BABY SEAT = 34 € per day MAX. CHARGE = 80 €

INSURANCE
PUBLIC LIABILITY: (INCLUDED IN DAILY RATE)
Public liability insurance protects AVIS CAR-AWAY for 760,000 € in case of fire or explosion. Public liability is unlimited in case of accident.

BASIC COVERAGE: (INCLUDED IN DAILY RATE)
All the drivers must be approved, be at least 20 years old and have already held a full domestic driver's license for at least one year. International driving license is not mandatory. No charge for additional driver.

AVIS CAR-AWAY vehicles are insured against damage to vehicle from accident, fire, theft, vandalism and third part claim, subject to a 1,800 € excess clause. In the event of loss or damage to vehicle while on rental, the client's responsibility is limited to a maximum of 1,800 € per occurrence.

With the purchase of Collision Damage Waiver (CDW), the client's responsibility is reduced from a maximum of 3000 € to 400 € per occurrence.

This guarantee is effective in the majority of western countries :

France	**Austria**	**Switzerland**	**Belgium**
Germany	**Netherlands**	**Italy**	**Spain**
Portugal	**United Kingdom**	**Ireland**	**Luxembourg**
Norway	**Sweden**	**Finland & Denmark**	**Greece**

Avis Caraway Motorhomes France Terms & Conditions

Hungary	Poland	Czech Republic	Croatia
Slovenia & Slovakia	Latvia	Lithuania	Estonia

(Sept.-2010). Other countries in Eastern Europe on request.

Exclusions : Are not covered by our insurance, even with the purchase of CDW or PAI :
- **Damages due to frost**
- **Damages to the interior of the vehicle**
- **Radio, tires, wheels, side mirrors and all glass damages (windscreen, windows)**
- **Theft of Personal belongings, or vandalism**
- **Electronic devices provided by Avis Car-Away (GPS, TV, antenna)**

Note that with the purchase of CDW, in case of damage caused by striking overhead objects

CANCELLATION CONDITIONS

Cancellation Fees
In case of cancellation of confirmed reservations, charges will be billed as follows (if the cancellation insurance has not been taken): Cancellation fees take effect on receipt of your booking.

Outside 45 days prior to pickup	30% of rental
45 - 30 days prior to pickup	50% of rental
29 days or less prior to pickup	100% of rental
Amendment fee for each amendment	EUR 20 before documents issued EUR 39 after documents have been issued

CLIENT INFORMATION

FIRST NIGHT ACCOMMODATION:
We strongly recommend our clients spend their first night in a hotel. (you may refer to our list of "recommended hotels")

DEPARTURE FORMALITIES: Allow appro ximately one hour for departure formalities
Pick-up time is between 09:00 and 11:00 or between 14:00 and 17:00.
Our depots are closed for lunch
NO DEPARTURE AFTER 17:00.
There is no refund if vehicle is picked up later than scheduled time.
Upon his arrival, the client should expect to :
- Show a valid driving license : domestic + international or domestic only
- Leave a security deposit (3,000 €) – credit card ***imprint*** VISA, MASTERCARD or AMEX not processed.
This is to ensure vehicle is returned on time, complete with all equipment and in undamaged condition.
- Watch a 10 mn video “How to operate your motorhome” (French or English).
A bilingual “Operator Manual” is given to our clients. The vehicle is then inspected by AVIS CAR-AWAY and the renter who is asked to sign a “Departure contract”. The rental is thus open.
We provide free storage for luggage or other valuables (plane tickets...). Not for One-Way rentals.

RETURN FORMALITIES :

Return time is between 09:00 and 12:00 or between 14:00 and 17:00.
Our depots are closed for lunch
NO RETURN AFTER 17:00.
Penalties are charged for late returns without prior authorization.
There is no refund if rental is terminated by client before scheduled time.
- **Toilet must be clean and empty**

Avis Caraway Motorhomes France Terms & Conditions

- Waste water tank must be drained
- Interior of motorhome must be clean (especially refrigerator, stove and shower)

INDOOR CLEANING CHARGES (100 €) MAY APPLY IF VEHICLE IS RETURNED NOT CLEAN.

- Diesel tank must be full (as it was on departure)

The security deposit is returned provided that the motorhome is undamaged and clean.
The vehicle is inspected by AVIS CAR-AWAY and the renter who is asked to sign a "Return contract". The rental is thus closed.

MAINTENANCE AND USE RESPONSIBILITY :

Client is responsible for routine maintenance while traveling (coolant, oil, tire pressure) as well as reporting mechanical failure immediately. Clients may be held responsible for mechanical damage due to negligence on operation and/or in performing normal maintenance.

SUBSTITUTION:

If, for any reason beyond our control, the reserved vehicle is not available, we reserve the right to substitute a model of similar or higher rated vehicle.

RESTRICTIONS:

Travel to North Africa and to some East Europe countries is not permitted.

DAYS OF OPERATION:

AVIS CAR-AWAY is open Monday through Saturday however; some depots are closed on Monday morning.
All stations are closed on Sundays and for the following days (Bank Holidays):
CLOSED 2011 Jan, 01 Apr, 25 Jun, 02 Jun, 13 July, 14 Aug, 15 Nov, 01 Nov, 11 Dec, 24 Dec, 30

MOTORHOME EQUIPMENT

VEHICLE KIT

2 bottles of propane gas (one full, the other one half full)
1 bottle of toilet chemicals
1 fire extinguisher
1 water hose
1 jerry can (20 litres)
1 electric cord + European adapter
1 broom + dustpan
5 clothes hangers
1 kit of spare fuses and bulbs
1 bilingual Users Manual
1 map of Aires de Services (=service areas)
1 guide of selected campgrounds in France
COOKING UTENSILS + DISHES
6 plates 1 can opener
6 dessert plates 1 corkscrew
6 glasses 1 bottle opener
6 bowls or mugs 1 frying pan
6 knives 2 sauce pans
6 forks 1 salad bowl
6 spoons 1 platter
6 tea spoons 1 strainer
1 potato peeler matches
1 kitchen knife

BEDDING KIT

Additional charges
1 blanket
1 pillow
1 pillow case
2 sheets

Avis Caraway Motorhomes France Terms & Conditions

MISCELLANEOUS
Additional charges / not all locations
Baby seat
Bike rack / bikes
Picnic folding table
Snow chains

GENERAL TERMS & CONDITIONS // 2011
Taking possession of our Motorhome implies full acceptance of our general rental terms and conditions.
1) USE OF MOTORHOME: The customer agrees that the use of Motorhome is expressly limited and restricted to the customer or such authorised operators as provided in this agreement. The Motorhome must only be used on a surface which is sealed.
The driver must NOT: allow or permit the Motorhome to be used for any illegal purpose, race, contest or performance test of any kind; allow or permit the Motorhome to be used to tow or push anything, sublet or let the Motorhome on hire to any other person; carry more passengers than may be properly accommodated by the seat belt restraints provided in the Motorhome, or carry a greater load than that for which it was built; be under the influence of alcohol, drugs or have a blood alcohol content that exceeds the legal limit in the Country, State or Territory in which the Motorhome is driven; or refuse to take a breath or blood test in the Country, State or Territory in which the Motorhome is driven; allow the Motorhome to be used to carry passengers for payment of any kind; use the Motorhome when it is damaged or unsafe; transport any animal inside the Motorhome [except with the permission from the Owner]. An additional Motorhome cleaning charge may apply. Operate or permit the Motorhome to be operated in breach of any legislation, regulations, rules or by laws relating to road traffic and use.

2) THE MOTORHOME: the customer agrees that he has examined the Motorhome hired and that it is undamaged and in good condition and repair, mechanically and otherwise, except as may be specifically noted on the Motorhome check out form.
The customer shall not disconnect or/and tamper with speedometer and if the same show signs of having been tampered with or disconnected, customer agrees that he shall pay AVIS CAR-AWAY for the said Motorhome of the stated rate on the basis of four weeks of rental. The customer must: maintain all of the Motorhome's engine and brake oils and engine coolant levels to the manufacturer's specifications and ensure that the tyres are maintained at the manufacturer's recommended pressure as provided in the Motorhome manual; keep the Motorhome locked and the keys under his/her personal control at all times and produce such keys if the Motorhome has been stolen; comply with any applicable seat belt & child restraint laws; and generally do all things necessary to keep and maintain the Motorhome in it's current state and condition. (fair wear and tear excepted).
The customer must not arrange or undertake any repairs or salvage to the Motorhome (whether because of an accident or breakdown) without the express written authority of Avis Car-Away except to the extent that the repairs or salvage are necessary to prevent further damage to the Motorhome or other property in which case he/she must first attempt to contact Avis Car-Away by phone to inform them of the steps he/she is intending to take and obtain approval to those steps. Avis Car- Away will only reimburse the customer for the cost of such authorised repairs or salvage if he/she keeps and produces to Avis Car-Away the original receipts for those repairs or salvage. The customer may be held responsible for mechanical damage resulting from negligent use of the Motorhome or failure to effect normal maintenance.
The customer is also responsible for purchase of fuel, including return of the Motorhome with a full fuel tank. The Motorhome is supplied with two gas bottles: one is full, one is half full. There is no charge for the first two gas bottles. Any extra bottle bought by customer during rental period remains at his expenses.

3) INSURANCE: All the drivers must be approved by AVIS CAR-AWAY, be at least 20 years old and have already held a full domestic driver's licence for at least one year. Your driver's licence must be written in English or is an interna tional driver's licence translated in English/French. AVIS CAR-AWAY Motorhomes are insured against damage to Motorhome from accident, fire or theft and third part claim, subject to a 3,000 Euro excess clause per occurrence. This guarantee is effective in the majority of Western Europe countries. In the event of loss or damage to Motorhome while on rental, the customer's responsibility is limited to a maximum of 3,000 Euro. (see exclusions) With the purchase of Collision Damage Waiver (CDW), the customer's responsibility is reduced from a maximum of 3,000 Euro to 400 Euro per occurrence. (see exclusions) Exclusions : Damages due to frost, or/and to the interior of the Motorhome, radio, windows, windscreen, tires, repair kit, TV, GPS and personal belongings are not covered by the insurance, even with the purchase of CDW.
Note that even with the purchase of CDW, customer's responsibility is not limited to 3000 euro in case of damages caused to the roof, or by striking overhead objects = Customer's responsibility is unlimited.

4) ACCIDENT: If you are involved in an accident with another vehicle, fill out the accident report: take down circumstances, date, and place, name of any witnesses, third part name, insurance company and policy. Use the original accident re port – in French - which is in your user's manual. Do not use the copy in English.

Avis Caraway Motorhomes France Terms & Conditions

In addition to any repairing cost or charge, the Renter is liable to pay Avis Car-Away the 40 Euro accident administration fee. (per accident). If the renter is not responsible, that amount will be refunded.

5) BREAKDOWN: The customer is strongly recommended to purchase Breakdown insurance. AVIS CAR-AWAY will be pleased to provide policy details on request, should the customer not have his own cover.

6) THEFT: In case of the theft of the motorhome, it is mandatory to fill a complaint with the authorities within 48 hours of the theft. Hand in the complaint form receipt with the keys of the vehicle. The customer may be held fully responsible if keys are not returned. The customer agrees to pay the full cost of replacing all contents supplied by Avis Car-Away (including but not limited to; radio, GPS units and keys). Personal belongings are not covered by Avis Car-Away.

7) RESERVATION - CANCELLATION: If the case of cancellation, the following conditions apply: from the date of reservation to the 45th day before departure: 50 Euro, from the 45th to the 30th day before departure: 30% of the total cost is charged, from the 29th day to the departure date: 100% is charged.

8) DEPARTURE FORMALITIES : Upon arrival, the renter should expect to fill out a rental contract, to leave a 3,000 Euro security deposit - we only accept credit card (VISA, MASTERCARD or AMEX) -, to show a valid driver's licence and to inspect the Motorhome before leaving. Should for reasons beyond our control a Motorhome not be available on the book date, our liability is limited to a refund for hire days lost. Departure time is imperative and is noted down in customer's contract.

9) SUBSTITUTIONS: AVIS CAR-AWAY will make every effort to provide the Motorhome model requested. We reserve, however, the right to substitute a similar Motorhome with variations in layout and specifications from that published.

10) EXTENSION OF HIRE: The duration of the contract is imperative. We will be pleased to extend your hire period if required, subject to availability of Motorhomes. Please phone for advice of additional hire costs, which are required to be paid in full, prior to commencement of the extended period.

11) RETURN FORMALITIES: The customer must return the Motorhome to Avis Car-Away to the place, on the date & by the time shown on the contract in the same condition as it was at the commencement of the Rental Period (subject to fair wear and tear). If the motorhome is returned outside the hours of operation, the customer will be deemed to have returned the Motorhome to Avis Car-Away only when Avis Car-Away takes possession of the keys to the Motorhome. (Please obtain the hours of operation from our counter staff). The rental charges will continue and the customer will be responsible for the Motorhome until such time as the Motorhome is deemed to have been returned. The customer must pay all additional rental charges details of which are available upon request. The customer will be asked to inform AVIS CARAWAY of any accidents during the rental period. The customer must ensure the Motorhome is in a reasonably clean and tidy condition with chemical toilet and wastewater tank empty. Otherwise, the customer must paya sum of 100 Euro for cleaning not including any repair not covered by the insurance.
AVIS CAR-AWAY cannot be held responsible for loss, damage or destruction of any property carried on the Motorhome.
If the customer returns the Motorhome with less fuel than it had when he/she rented it, he/she must pay all the refuelling charges.

12) EARLY RETURN: No reimbursement will be given if the customer returns the Motorhome before the date mentioned in the rental contract.

13) LATE RETURN: If you will be late in returning, advise us immediately. Failure to advise will result in prosecution for driving whilst uninsured. An additional hire charge of 1 day' hire cost will be payable for each 4 hours' delay. Should no notice given, the Motorhome will be considered missing if not returned on time. In addition, the Motorhome will be no more covered by AVIS CAR-AWAY insurance.

14) PAYMENT OF CHARGES: At the end of the Rental Period, the customer must pay Avis Car-Away on demand:
- any amount paid or payable by Avis Car-Away or payable by the customer arising out of his/her use of the Motorhome or imposed on the customer or Avis Car-Away by governmental or other competent authority (such as speeding, road toll, parking and traffic fines). **In addition to any penalty or fine, the Renter is liable to pay Avis Car-Away the 25 Euro infringement administration fee**.
- any amount for which the renter is liable to Avis Car-Away under the Rental Agreement, in respect of a breach of the Rental Agreement or for damage or loss to the Motorhome or third party property. The renter authorises Avis Car-Away to charge all moneys payable to Avis Car-Away under the Rental Agreement to his/her credit card for any extension of the original contracted rental period, or damage detected upon return of the Motorhome. Any existing damage will be noted in Part A of this Agreement. If the Motorhome is returned with any additional damage Avis Car-Away will charge his/her credit card with the damage.

Avis Caraway Motorhomes France Terms & Conditions

15) LOST ITEMS: If you need to contact Avis Car-Away regarding any lost items, please call the location where you returned the motorhome. However, please note that Avis Car-Away accept no liability for items left in the vehicle at the end of the rental. These terms are null and void for any drunken driver or any driver who has given false information

Drivers Licence:

Driver's Licence Requirements for driving a Motor Home can change from Country to Country. It is your responsibility to ensure that your driver's licence permits you to take delivery of the size and weight of the vehicle you choose to hire and to drive in all the countries where you propose to travel.

PLEASE CHECK THESE REQUIREMENTS WITH THE RELEVANT COUNTRIES' EMBASSY, CONSULATE, OR TRAVEL OFFICE IN YOUR AREA, OR YOUR LOCAL MOTORING ORGANISATION.

NO REFUNDS FOR EARLY RETURN OF VEHICLE UNDER ANY CIRCUMSTANCES